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CASE STUDY

DZ HYP Bank uses agile process automation to cut the time to approve loans by 50%

DZ HYP

Customer:

DZ HYP

Industry:

Financial Services

Location:

Germany

DZ HYP's processes were heavily reliant on paper, with the process of obtaining signatures for approval of loans and pricing proving particularly cumbersome due to the lack of visibility as it was impossible to know when someone had provided a signature until they manually submitted the document.

The signing process for the bank was digitized so that board members don't have to wait for each other to sign the document individually – they can do it anywhere, from any device, all at the same time. It provided the business with a centralized overview of feedback and the current status of the approval workflow. This has laid the foundation for process automation across the organization.

50% faster

Loan approval process

4,000 cases

triggered in 6 months

"I really like Bizagi a lot. When you have several important people who have to approve something, it's really helpful to let them decide when they would like to react on that and to have a transparent view of what's going on. Bizagi lets us do that securely."

Daniel Wohlfarth
Head of Software Development

Objectives

🎯 Digitize the paper-based approval processes to provide visibility

🎯 Integrate Bizagi processes and workflows with DZ HYP's CRM

🎯 Enable staff to access secure documents remotely

🎯 Speed up the approval process to win more business

🎯 Ensure compliance with German finance law

Achievements

✓ Sped up approval process by at least 50%

✓ 4,000 cases triggered in 6 months with around 100 users

✓ Members of staff able to digitally sign documents from any device

✓ Won more business as a result of faster approval process

✓ Created a digitized system with user passwords and a re-authentication system to ensure compliance and security

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